

☐ UNCLASSIFIED☒ INTERNAL
USE ONLY☐ CONFIDENTIAL☐ SECRET

ROUTING AND RECORD SHEET

SUBJECT: (Optional)

Resource Requirements - Customer Survey of Logistics Services

FROM:

EXTENSION

NO.

C/P&PS/OL

1236 Ames Center Bldg.

DATE

7 MAR 1974

TO: (Officer designation, room number, and building)

DATE

OFFICER'S
INITIALS

COMMENTS (Number each comment to show from whom to whom. Draw a line across column after each comment.)

1.
Director of Logistics
1206 Ames Bldg.

7 8 MAR 1974

2.

DD/L.

8 MAR 1974

3.

EO/OL

11 MAR 1974

4.

SA - DK

14 MAR 74 / NY

5.

OL/P&PS.

FILE

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OL 4 1262

FORM
3-62610 USE PREVIOUS
EDITIONS☐ SECRET☐ CONFIDENTIAL☒ INTERNAL
USE ONLY☐ UNCLASSIFIED

7 Mar 1974

MEMORANDUM FOR: Director of Logistics

SUBJECT : Resource Requirements - Customer Survey of Logistics Services

1. In response to your request, we have reviewed the resources needed to conduct a customer survey of the various services provided by the Logistics Services Division. The survey would be conducted by means of a questionnaire designed to provide a basis for measurement of customer acceptance, and identification of functional areas where suggested changes might lead to improvements in services and customer satisfaction.

2. Resources required internally within the Office of Logistics for development, distribution, and evaluation of the questionnaires, and summarizing the survey results with appropriate recommendations are estimated to total 40 man-days. On the basis of an opinion sampling of other Agency components, it is estimated that resources required on the part of all Agency components completing the questionnaire will total 110 man-days. Accordingly, overall Agency resources required for this survey will amount to 150 man-days, or slightly more than 1/2 man-year.

3. The services provided by the Printing Services Division would be most adaptable to a survey of this nature and possibly require less resources since these services are more concentrated in scope and associated with readily identifiable and measurable products, i.e., printed and photographic items. The services of this Division are not utilized directly by all Agency components to the same general extent as those provided by the Logistics Services Division. The latter Division was therefore selected as the primary candidate because its wider functional range of services apply more directly and generally to the support of all Agency Headquarters components.

Chief, Plans & Programs Staff, OL

cc: C/LSD/OL

Distribution:

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1 - OL/P&PS Official

OL/P&PS

(7 Mar 74)

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